

MEMORANDUM FOR: Deputy Director for Intelligence

SUBJECT: Major Deficiencies in the Magazine Building

1. Since early January 1966, when certain OBGI components first occupied office space in the Magazine Building, major deficiencies have existed and have continued to be tolerated by the Agency. The purpose of this memorandum is to highlight these continuing problem areas so that after almost two years, pressure can be brought on the owners to correct these faults.

2. The major grievances are as follows:

a) Heating and air conditioning system

(1) From the very first day of occupancy, the heating and air conditioning system appears to be totally inadequate to properly handle the approved standards required by the building contract. The fact that cut-off valves on each heating and air conditioning unit were never installed (subsequently every unit had to be modified) is indicative of the fact that the building was never properly inspected before acceptance. Also, many units had stuck or defective thermostats. The problem of extreme cold in the morning and extreme heat in the afternoon (attributed to solar-heat override problem) is still under study by the Office of Logistics. The management is steadfast in refusing to do anything about this situation. It is known by this Office that substantial numbers of contract employees were dismissed last winter because of the extreme cold. These people were employed on the second floor.

b) The cleaning and maintenance problem

(1) The building foyer entrance has never been completed.

(2) The office work areas have not been properly cleaned and maintained since occupancy. Rest facilities have been filthy a good deal of the time. The rest rooms have not had all required supplies (toilet paper, soap and paper towels) on many occasions.

(3) The previous char force contract was terminated on 1 July 1967. The old service was consistently poor because of obviously poorly trained personnel. The new contractor (Total Building Services) has not proven to be any improvement over the old. The day man, until recently, would spend a good deal of his time and on occasion all day waiting to be escorted by a staff employee. Although he appears to be willing, he cannot perform all char services himself. Further, the maintenance man for Total Services offers excuses rather than corrective action on most of the problem areas.

(4) The plumbing in the building on certain floors, especially the "credit union" area on the second floor is appalling. Exposed pipes leak and waste baskets have to be used to collect the water. A typical apathetic approach to a plumbing problem was taken by the maintenance man approximately five months ago when my support officer reported a suspected pipe leak to the individual. His warning was ignored and the very next day the pipe burst and the entire conference area on the ninth floor was flooded. The water ultimately leaked to all of the lower levels. The carpets were removed to be cleaned and returned to us. Because of the owner's insistence that his insurance man inspected the damaged rugs and his reluctance to pay for damage coupled with the fact that GSA got involved, it was approximately three months later that the shrunkened rugs were installed.

(5) Stairwells are in disgraceful condition. They are practically never swept.

c) Attitude of Management

(1) The attitude of the owners of the building is impossible. For example, although several ladies have fallen in the lobby, they consistently have refused to lay non-skid rugs on the tile floor which is extremely slippery on rainy days.

(2) A request for a telephone booth for the building has been rebuffed for over eighteen months. There is no place where a staff employee can have a "private" personal telephone conversation other than use the two public booths in the noisy foyer area.

(3) The current parking fee is \$20.00 per month (it was raised from \$15.00 effective 1 October 1967) is paid by staff employees, however, there is no visible evidence of cleaning or maintenance of the parking area by the management. Pools of water collect from cracks in the concrete. This is especially acute after heavy rains ^{and} these are not cleaned up, the area is rarely swept, Leaks from the ceiling have not been corrected (three insurance claims for damage to private cars were paid by employee's insurance companies and not by the owners). Finally in this matter there is no assurance the parking fee won't be raised in the future.

(4) The inspection date on two of the three elevators expired effective 30 June 1967. The third elevator has no certificate whatsoever. All of the elevators at times have proved to be unreliable by stopping at wrong floors or not stopping at designated floors. The mechanical problems have been reported to the elevator contractors.

d) Support of other components

(1) My Administrative Staff has serviced the requests of other personnel in the building for support. These range from helping fellow

employees obtain parking spaces to getting permission for the blind man (snack bar) to dispense hot coffee. Although my administrative staff is overburdened with supporting five divisions in three different buildings it nevertheless, has rendered and will continue to give advice and support to all other offices assigned to the building. It is desirable to have a unified effort to try and obtain adequate and proper services from the management.

e) Recommendations

(1) It is recommended that appropriate steps be taken by senior officials in the Agency and GSA to bring pressure on the owners to correct all existing deficiencies in the building or to stop rent payment until all services are being performed satisfactorily in accordance with the terms of the contract.

(2) I or any member of my support staff stand ready to aid in any way to help improve working conditions in the building.

(3) Other senior staff personnel in this building from support offices will substantiate the grievances cited in this memorandum. It is recommended that other occupants of the building be queried concerning their work areas.

JAMES A. BRAMMELL

TRANSMITTAL SLIP		DATE
TO:		<i>5 Apr 1968</i>
ROOM NO.	BUILDING	
<i>Jim</i>		
REMARKS:		
<i>Should this draft be kept?</i>		
<i>date unknown</i>		
<i>This should be kept in office files!</i>		
<i>Bob.</i>		
FROM:		
ROOM NO.	BUILDING	EXTENSION

FORM NO. 241
1 FEB 55

REPLACES FORM 36-8
WHICH MAY BE USED.

(47)